

**SKILLS FRAMEWORK FOR FOOD SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Personal Management and Development					
TSC	Business Stakeholder Management					
TSC Description	Establish mutually beneficial relationships with business partners and stakeholders including potential customers and financing partners					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<Insert TSC Code>	<Insert TSC Code>	FSS-CFC-3037-1.1	FSS-CFC-4037-1.1	FSS-CFC-5037-1.1	FSS-CFC-6037-1.1
			Liaise with key stakeholders on all aspects of projects	Manage key stakeholders on all aspects of projects	Build relationships with stakeholders and business partners and lead stakeholder negotiations to ensure the success of projects	Strategise business networking to enhance existing stakeholder relationships as well as to establish new business networks and stakeholder relationships
Knowledge			<ul style="list-style-type: none"> • Communication skills • Conflict management skills • Project coordination • Time management • Listening skills • Problem analysis • Ethics in dealing with business stakeholders 	<ul style="list-style-type: none"> • Communication management for different stakeholders • Conflict resolution • Project management • Cultural awareness • Cost-benefit impact analysis • Emotional intelligence management • Negotiation skills 	<ul style="list-style-type: none"> • Negotiation strategies • Emotional control • Relationship management • Cultural awareness • Cost-benefit impact analysis • Emotional intelligence management • Negotiation skills 	<ul style="list-style-type: none"> • Business networking skills • Strategic thinking • Business development skills • Dynamic negotiations • Relationship management • Cost-benefit impact analysis • Emotional intelligence management • Negotiation skills
Abilities			<ul style="list-style-type: none"> • Maintain positive negotiation relationships • Analyse to determine issues and interests of each party • Implement negotiated terms of projects to show reliability • Implement project and communication plans to ensure stakeholders are constantly kept informed • Develop collaborative atmosphere to reach agreeable solutions 	<ul style="list-style-type: none"> • Facilitate networking opportunities to build relationships • Develop plans for early engagement to allow time for buy-ins and consultation with stakeholders • Drive relationship processes and communication plans to ensure that stakeholders are constantly kept informed • Facilitate negotiations, read nonverbal and 	<ul style="list-style-type: none"> • Facilitate networking opportunities to build relationships • Maintain processes that encourage cultural sensitivity and conflict management • Lead in building relationships that engender trust and seek out networking opportunities • Formulate optimal working relationships and communication plans to ensure that 	<ul style="list-style-type: none"> • Develop rapport with new customers, providing support aimed at continuous relationship building • Evaluate interests and needs of stakeholder groups to understand existing and potential relationships with the organisation • Handle objections by clarifying, emphasising agreements and working through differences to a positive conclusion

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				<p>verbal cues and know when to speak and when to listen</p> <ul style="list-style-type: none"> • Develop outcomes to achieve through understanding the history of relationships, areas of agreement and common goals 	<p>stakeholders are constantly kept informed</p> <ul style="list-style-type: none"> • Lead and act decisively during negotiations • Devise negotiation processes, show patience, persuade others and maintain positive atmosphere during difficult negotiations • Drive towards building trusting environments during negotiations to show reliability 	<ul style="list-style-type: none"> • Guide interactions and programmes with stakeholder groups to support organisational strategies and objectives • Seeking out customers and forming working relationships with key stakeholders • Build strong stakeholder relationships and influencing people with different agendas • Formulate communication plans to ensure that stakeholders are constantly kept informed • Negotiate and manage resistance across boundaries and industries • Develop and implement stakeholder management strategies ensuring that key stakeholders are represented • Develop solutions driving towards enhancing relationships with a win-win approach
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